



Award for Good Administration

Rules of Procedure

Background

The European Ombudsman deals with complaints about maladministration in the EU institutions and agencies and conducts strategic inquiries on her own initiative. The primary aim of this work is to improve the quality of the EU administration in the public interest. This should in turn increase citizen trust in, and improve citizen engagement with, the EU.

In their daily work, the Ombudsman and her staff witness examples of exemplary administration carried out by committed, professional civil servants, useful work for citizens which frequently goes unremarked and unnoticed because of the distance, both geographically and otherwise, between many EU citizens and the administration. She is also aware that good practice is not always shared between colleagues within the wider EU administration.

The Ombudsman, in pursuit of her office's overall remit of improving public administration and helping to bridge the gap between it and EU citizens, is launching a pilot initiative to recognise examples of such work and bring them to greater public attention. She also aims further to promote good administrative practice by showcasing this work to civil servants in every institution and agency. She is particularly keen to recognise initiatives, projects, and other types of work that have a visible and direct positive impact on the lives of EU citizens and other people, or groups of people, who may benefit from EU assistance.

Application

- The good administration award is open to EU staff (officials, temporary agents, contractual agents) from any EU institution, body or agency (except from the European Ombudsman office). It can be awarded either to an individual; a team within a Unit; or an entire Unit.
- The application process will open on 24 October 2016. It will close on 31 January 2017 at 18.00.
- Individuals, teams or units may nominate themselves or be nominated by someone else in their institution, body or agency. Nominations for the award can also be made by civil society organisations, associations, NGOs or individuals outside the institutional framework.
- Entries should be made using the form found [here](#).
- Submissions can take several forms (written text; video; PowerPoint presentation).
- Entries should be sent by e-mail to this address: EOaward@ombudsman.europa.eu
- An acknowledgement of receipt e-mail will be sent once the application is received.

Criteria

In general, entries will be judged on the extent to which they demonstrate good public administration and notably a culture of service and commitment to improving the lives of EU citizens, whether the population as a whole, or smaller groups of people. Nominees for the award could, for example, demonstrate one or more of the following:

- Excellence in innovation
- Excellence in customer service
- Excellence in citizen focused services delivery
- Excellence in transformation (change management)
- Excellence in communications
- Excellence in language policy
- Excellence in sustainability
- Excellence through collaboration



- Excellence in insight and analysis
- Excellence in large-scale special event
- Excellence in recruitment
- Excellence in transparency and ethical administration

As this is a Pilot initiative, the Ombudsman cannot be too prescriptive about the criteria and the above list is not exhaustive. Any project, big or small, that advances the aim of improving the citizen experience of the EU administration will be considered for recognition.

Evaluation

- Evaluation will be based solely on the information provided in the application and in light of the award criteria.
- An advisory committee will draw up a short-list of the best nominees.
- The winners will be selected by the European Ombudsman.

Award

- There will be an overall award and awards for certain categories.
- An awards event will take place in Brussels.
- The award will have no monetary value but will include a certificate of recognition of excellence.

Personal Data

All personal data contained in the application shall be processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council (OJ L8 of 12.01.2001, p1) on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

Publicity

The European Ombudsman's office reserves the right to publish submissions and to make publicity about the winners and runners-up of the award for good administration, including on the Ombudsman's website, on Social Media and via a press release.

Further Information

Please contact Ms Gundi Gadesmann, Head of Communication, for any further information.
E-mail: gundi.gadesmann@ombudsman.europa.eu Tel: +32 (0)2 2842609.